

LISTING OF CLAIMS

1. (Currently Amended) A system for ~~tracking at least one of a device state and a device event of a remotely monitored~~ monitoring a device, comprising:

a monitoring unit located within the device and configured to obtain and store information of an event in the device which is an interaction between a user and the device, wherein the monitoring unit is configured to

monitor the event as it occurs using sensors internal to the device;

record ID information, a cumulative session identifier for the event, and a duration of the event corresponding to the session identifier;

determine and store a sequence of use for a plurality of subcomponents of the device; and

transmit the information of the event from the device, wherein the information of the event includes the sequence of use, the ID information, the cumulative session identifier, and the duration of the event;

a receiver configured to receive the information of the event of the device transmitted by the monitoring unit ~~the at least one of the device state and the device event of the remotely monitored device;~~

a digital storage system configured to maintain a history of (1) the at least one of the device state and the device event of the remotely monitored device, and (2) a service history of the remotely monitored device;

an analyzer configured to analyze the information of the event to identify a problem or abnormal condition of the device ~~the service history and the at least one of the device state and the device event of the remotely monitored device~~ to determine a service request to be performed on the ~~remotely monitored~~ device; and

a service depot comprising a computer configured (1) to receive the service request from the analyzer over a Wide Area Network (WAN), (2) to analyze the service request, and (3) to contact a user of the ~~remotely-monitored~~ device regarding the service request;

~~wherein the service depot is configured to provide preventive and reparative maintenance to the remotely-monitored device.~~

2. (Canceled)

3. (Currently Amended) The system as claimed in claim 1, wherein ~~the Wide Area Network comprises the Internet~~ the monitoring unit is configured to determine and store, in a memory, a cumulative number of uses of a subcomponent of the device that caused the event.

4. (Currently Amended) The system as claimed in claim 1, further comprising a transmitter configured to transmit ~~the~~ a service history of the device to the service depot.

5. (Canceled)

6. (Previously Presented) The system as claimed in claim 1, wherein the receiver comprises a configuration receiver configured to obtain system information from the device over a Wide Area Network.

7. (Previously Presented) The system as claimed in claim 1, wherein the device comprises a business office machine.

8. (Previously Presented) The system as claimed in claim 7, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

9. (Currently Amended) The system as claimed in claim 1, wherein the ~~remotely monitored~~ device comprises a mobile unit.

10. (Previously Presented) The system as claimed in claim 9, wherein the mobile unit comprises at least one of an automobile, a boat, a train, and an airplane.

11. (Currently Amended) A computer program product, comprising: a computer storage medium and a computer program code mechanism embedded in the computer storage medium for causing a computer system to ~~track at least one of a device state and a device event of a remotely monitored~~ monitor a device, the computer program code mechanism comprising:

a first computer code device configured to obtain and store information of an event in the device which is an interaction between a user and the device, wherein the first computer code device is further configured to

monitor the event as it occurs using sensors internal to the device;

record ID information, a cumulative session identifier for the event, and a duration of the event corresponding to the session identifier;

determine and store a sequence of use for a plurality of subcomponents of the device; and

transmit the information of the event from the device, wherein the information of the event includes the sequence of use, the ID information, the cumulative session identifier, and the duration of the event;

a ~~first~~ second computer code device configured to receive the information of the event of the device transmitted by the monitoring unit ~~at least one of the device state and the device event of the remotely monitored device;~~

~~a second computer code device configured to maintain a history of (1) the at least one of the device state and the device event of the remotely monitored device, and (2) a service history of the remotely monitored device;~~

a third computer code device configured to analyze the information of the event to identify a problem or abnormal condition of the device ~~the service history and the at least one of the device state and the device event of the remotely monitored device~~ to determine a service request to be performed on the remotely monitored device; and

a fourth computer code device configured to cause a service depot comprising a computer (1) to receive the service request from the third computer code device over a Wide Area Network (WAN), (2) to analyze the service request, and (3) to contact a user of the ~~remotely monitored device~~ regarding the service request;

~~wherein the service depot is configured to provide preventive and reparative maintenance to the remotely monitored device.~~

12. (Canceled)

13. (Currently Amended) The computer program product as claimed in claim 11, wherein the ~~Wide Area Network comprises the Internet~~ first computer code is further configured to determine and store, in a memory, a cumulative number of uses of a subcomponent of the device that caused the event.

14. (Currently Amended) The computer program product as claimed in claim 11, further comprising:

a fifth computer code device configured to transmit ~~[[the]]~~ a service history of the device to the service depot.

15. (Canceled)

16. (Previously Presented) The computer program product as claimed in claim 11, wherein the first computer code device comprises a fifth computer code device configured to obtain system information from the device over a Wide Area Network.

17. (Original) The computer program product as claimed in claim 11, wherein the device comprises a business office machine.

18. (Original) The computer program product as claimed in claim 17, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

19. (Currently Amended) The computer program product as claimed in claim 11, wherein the ~~remotely-monitored~~ device comprises a mobile unit.

20. (Original) The computer program product as claimed in claim 19, wherein the mobile unit comprises at least one of an automobile, a boat, a train and an airplane.

21. (Currently Amended) A computer-implemented method, comprising:

obtaining and storing information of an event in the device which is an interaction between a user and the device, wherein the obtaining step comprises

monitoring the event as it occurs using sensors internal to the device;

recording ID information, a cumulative session identifier for the event, and a duration of the event corresponding to the session identifier;

determining and storing a sequence of use for a plurality of subcomponents of the device; and

transmitting the information of the event from the device, wherein the information of the event includes the sequence of use, the ID information, the cumulative session identifier, and the duration of the event;

receiving the information of the event of the device transmitted by the monitoring unit; ~~at least one of a device state and a device event of a remotely monitored device;~~

~~maintaining a history of (1) the at least one of the device state and the device event of the remotely monitored device and (2) a service history of the remotely monitored device;~~

analyzing the information of the event to identify a problem or abnormal condition of the device ~~the service history and the at least one of the device state and the device event of the remotely monitored device~~ to determine a service request to be performed on the remotely monitored device;

receiving, by a service depot comprising a computer, the service request over a Wide Area Network (WAN);

analyzing, by the service depot, the service request; and

contacting a user of the ~~remotely monitored~~ device regarding the service request;

~~wherein the service depot is configured to provide preventive and reparative maintenance to the remotely monitored device.~~

22. (Canceled)

23. (Currently Amended) The computer-implemented method as claimed in claim 21, wherein the ~~Wide Area Network comprises the Internet~~ obtaining step comprises determining and storing a cumulative number of uses of a subcomponent of the device that caused the event.

24. (Currently Amended) The computer-implemented method as claimed in claim 21, further comprising:
transmitting ~~[[the]]~~ a service history of the device to the service depot.

25. (Canceled)

26. (Currently Amended) The computer-implemented method as claimed in claim 21, wherein the ~~step of receiving step the at least one of the device state and the device event~~ comprises:

obtaining system information from the device over a Wide Area Network.

27. (Original) The computer-implemented method as claimed in claim 21, wherein the device comprises a business office machine.

28. (Original) The computer-implemented method as claimed in claim 27, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

29. (Currently Amended) The computer-implemented method as claimed in claim 21, wherein the ~~remotely-monitored~~ device comprises a mobile unit.

30. (Original) The computer-implemented method as claimed in claim 29, wherein the mobile unit comprises at least one of an automobile, a boat, a train and an airplane.

31. (Currently Amended) The system of claim 1, wherein the service depot is configured to transmit the service request to an owner of the ~~remotely-monitored~~ device as an electronic mail message.

32. (Currently Amended) The computer program of claim 11, wherein the fourth computer code device is configured to transmit the service request to an owner of the ~~remotely-monitored~~ device as an electronic mail message.

33. (Currently Amended) The computer-implemented method of claim 21, wherein the transmitting step comprises:

transmitting the service request to an owner of the ~~remotely-monitored~~ device as an electronic mail message.

34. (Currently Amended) The system of claim 1, wherein the computer is configured to contact the user of the ~~remotely-monitored~~ device through the WAN.

35. (Currently Amended) The system of claim 1, wherein the computer is configured to contact the user of the ~~remotely-monitored~~ device by telephone or through an electronic mail message.

36. (Currently Amended) The computer program of claim 11, wherein the fourth computer code device is configured to contact the user of the ~~remotely-monitored~~ device through the WAN.

37. (Currently Amended) The computer program of claim 11, wherein the fourth computer code device is configured to contact the user of the ~~remotely-monitored~~ device by telephone or through an electronic mail message.

38. (Currently Amended) The computer-implemented method of claim 21, wherein the contacting step comprises:

contacting the user of the ~~remotely-monitored~~ device through the WAN.

39. (Currently Amended) The computer-implemented method of claim 21, wherein the contacting step comprises:

contacting the user of the ~~remotely-monitored~~ device by telephone or through an electronic email message.